



End of Sale Notice

Notification Date: 1-November-2010
Revision Date: 16-May-2012*
Effective Date: 7-November-2011
Subject: Avaya Contact Center Express (CCE)
Theatre/Region: All worldwide

Revision History

Revision Date	Reason for change
16-May-2012	Exception order process outlined
24-October-2011	Provides additional information on accessing AACC sales and support information and on migration from CCE to AACC
7-July-2011	Amendment to contact information; clarification to migration strategy; revised list of discontinued codes
11-January-2011	EoS date extended to 7-November-2011

Summary

In the spirit of executing on partner feedback, Avaya extended the End of Sale (EoS) date for new CCE 5.0 systems. The previously stated EoS date of January 10th was extended to November 7th, 2011. Additions to existing systems will continue to be supported in accordance to Avaya's EoS policy. The effected CCE codes are referenced in the appendix.

Even though Contact Center Express (CCE) is no longer available for new system sales as of November 7, 2011, existing systems continue to be supported and expansions can be offered. Many CCE customers can remain on their existing system for the interim while continuing to evolve and explore other customer experience management offerings from Avaya. For customers who wish to immediately evolve to a next generation solution based upon specific business requirements, Avaya Aura Contact Center can be considered and Avaya offers like-for-like licenses for customer with Software Support + Upgrade (SS+U). Keep in mind that the solutions are not identical and that some differences can be expected. Please work with your Avaya representative or business partner to determine the right path for your specific situation.

Avaya Product Management, upon request, are reviewing and approving exception orders for CCE R4 and CCE R5 additions and for CCE R4 to CCE R5 upgrades for current CCE customers. Please have account teams contact Daniel Burgin (dburgin@avaya.com) to work thru the details of a possible exception CCE order.

AACC 6.0, introduced in July 2010, is Avaya's flagship multimedia product for assisted experience management. The AACC 6.1 release, introduced in November 2010, delivered the first integration with Avaya Aura Call Center Elite. The current AACC 6.2 release, introduced in July 2011, further extends the integration with Elite, providing a unified agent experience and a



host of additional functionality. AACC replaces CCE as the leading multimedia companion to Avaya Aura Call Center Elite for midsize Contact Center solutions.

Comprehensive sales and support information for Avaya Aura Contact Center (AACC) is available on the Sales Portal at <https://enterpriseportal.avaya.com/ptlWeb/gs/products/P0793> and <https://support.avaya.com/css/Products/P0793>.

As AACC will be the solution of choice for new multimedia sales, the CCE EoS extension will be executed as a controlled process. All new CCE systems will therefore be subject to approval by the Contact Center Business Unit through the November 2011 EoS date. To receive approval, please send an email to cceapproval@avaya.com for all new CCE R5 sales. Please allow 48 hours for approvals. An automated approval process will be established within the next 90 days to speed sales execution.

Existing CCE customers will continue to receive maintenance and support for their solution as well as upgrade entitlements towards AACC as they migrate.

Discontinued Order Codes, Migration Strategy & Sales Positioning

Discontinued Order Codes – please see Appendix.

System Expansion Post-End of Sale

All sales of CCE to new accounts will end on the date indicated; however existing CCE customers may continue to add system capacity based on the continued availability on the schedule below.

Replacement Product / Migration Strategy

Avaya launched AACC as the replacement Contact Center solution. AACC represents the next generation of contact center software from Avaya and will be the premium platform going forward. The solution provides a rich multimedia contact center experience with market leading features including integrated reporting, unified administration, intelligent work assignment and social media integration on its SIP-based architecture. AACC can be deployed in a variety of environments and can scale larger than the CCE solution encompassing several thousand agents on a small footprint. Avaya sales channels are encouraged to offer AACC as the replacement and upgrade patch to CCE for new greenfield accounts as well as heritage customers. Existing CCE customers with valid SS+U contracts (CCE 4.x and CCE 5.x only) will be able to migrate their Multimedia and Voice agent software licenses to AACC as part of their SS+U entitlement starting immediately.

Two commercial migration offers will be provided:

- CCE 4.x and 5.0 as CTI and MM adjunct to Elite, migrating to AACC 6.2 as MM adjunct to Elite
- CCE 4.x and 5.0 + Elite to AACC 6.2



Sales Positioning

- Avaya Contact Center Express (CCE) is going End-of-Life and AACC replaces CCE as mid-market and enterprise product
- CCE 5.0 final release is only available for existing customer for upgrade
- End-of-Sale for CCE for new customers is November 7th 2011.
- Remaining lifecycle dates are also included in this document
- The CCE to AACC migration offer is currently being worked for implementation in ASD Ask Avaya Product Management for assistance in the interim
- Customers with Software Support + Upgrade (SS+U) will receive similar licenses for AACC noting that the solutions are not 1:1 mapping
- Additional functionality excluded from the entitlement may be purchased
- Customers without SS+U can purchase an upgrade to AACC at the then current pricing

Please refer any questions related to positioning to Daniel Burgin (dburgin@avaya.com) in the product management team.

Schedule

End of Sale Date (last day to order new systems)	7-November-2011
End of Manufacturer Support for SOFTWARE *	7-November -2012
End of Manufacturer Support for HARDWARE *	Not Applicable
Last day to purchase system expansions	7-May-2012
Last day to purchase a new Avaya services contract *	7-November -2012
Targeted End of Services Support**	7-November -2017

* Per Avaya Product Lifecycle Policy

**Avaya Services may revise the Target End of Services Support date based on the availability of quality repair parts and/or technical support expertise. Customers should always consult any available product Services Support Notices for final information on product supportability.

Service and Warranty

Avaya will continue to honor previously executed enhanced warranty, post-warranty and service contracts in accordance with the terms of those agreements. Avaya is not responsible for any support or maintenance commitments made by Business Partners or other service providers. Additional information concerning Avaya Services can be found on the [Services Offer Information](#) Web site.

Renewals of existing Avaya service contracts covering this product will be allowed until further notice.

Additional Information

Avaya website:
<http://www.avaya.com>

Avaya End-of-Sale Notices:
<http://support.avaya.com>

Avaya Product Lifecycle Policy:
<https://support.avaya.com/css/P8/documents/100081098>

or, <http://support.avaya.com> >> More Resources >> More >> Avaya Product Lifecycle Policy



Appendix: Discontinued Order Codes

245389	CCE R5 ED MIDMARKET ENH BNDL LIC
245550	CCE R5 ED MIDMARKET PREMIUM BNDL
245551	CCE R5 ED CC R5 ELITE PER AGT /E
245552	CCE R5 ED CC R5 ELITE/AGT PLDS /E
245553	CCE R5 ED MULTIMEDIA AGT /E
245554	CCE R5 ED USER/VCE AGT /E
245557	CCE R5 UPG MULTI MEDIA AGT LIC
245558	CCE R5 UPG MULTI MEDIA AGT ENTITLE
245559	CCE R5 UPG USER/VCE AGT LIC
245560	CCE R5 UPG USER/VCE AGT ENTITLE
245561	CCE R5 MICROSOFT-CRM CONN ENTITLE
245564	CCE R5 MICROSOFT-CRM CONN ENTLMNT
245565	CCE R5 UPG MULTI MEDIA AGT PLDS LIC
245566	CCE R5 UPG USER/VCE AGT PLDS LIC